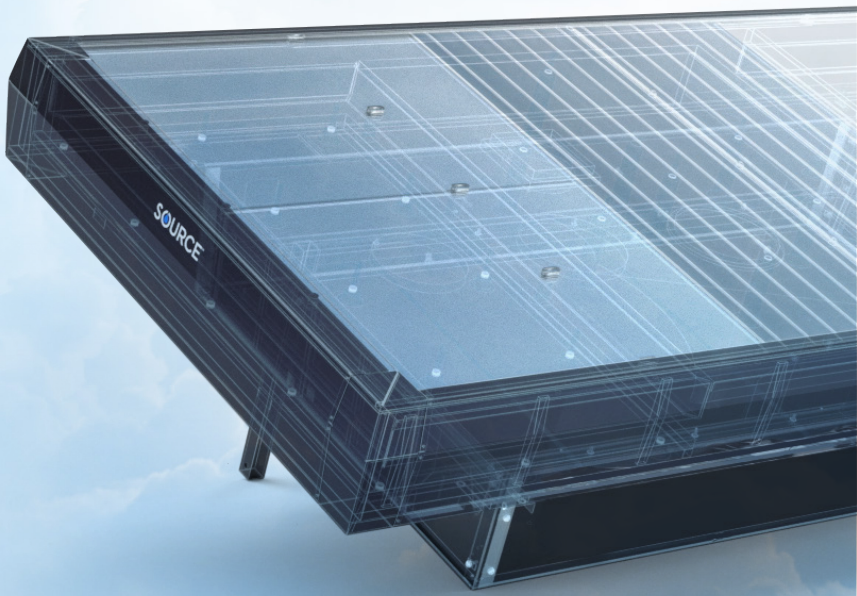
SOURCE®

PRODUCT USER GUIDE

Intended for use by owner or operator of a SOURCE Hydropanel
System Generation H Residential



Thank You for bringing SOURCE® home.

As a valued SOURCE customer, it's important that you have every resource to properly operate and maintain your SOURCE Hydropanel(s) and SOURCE Home system.

Within this Product User Guide, you can find:

- How SOURCE works and makes your water
- How to dispense your SOURCE water
- How to access and use the SOURCE Home user app
- How SOURCE operates in various weather conditions
- Overview of SOURCE operating components
- Dispenser maintenance and cleaning
- Hydropanel maintenance, including regular service
- Reservoir maintenance, including regular service
- Warranty information
- How to reach SOURCE if you ever need technical support
- Frequently Asked Questions/Troubleshooting Guide

SOURCE

Suppliers Declaration of Conformity

FCC Compliance Statement

Model # HF181

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Declaration of Conformity for CE Marking CE

SOURCE Global, PBC declares under their sole responsibility that their SOURCE Hydropanels, listed as the following model:

Generation H

Comply with the Essential Requirements of the following EU Directives:
Machinery Directive 2006/42/EC
EMC Directive 2014/30/EU
RoHS 2 Directive 2011/65/EU

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SOURCE monitors installations for performance and preventative maintenance. If you have any questions, please email us at support@source.co or call us at +1 (855) 796-9283, ext. 5.

SOURCE

1 GETTING STARTED

1.1 How SOURCE Works

SOURCE Home is a sustainable drinking water system which includes one or more Hydropanels, a solar powered technology needing only sunlight and air to make drinking water and an in-home reservoir. Uniquely independent of infrastructure, SOURCE Home is the only technology capable of making high-quality, delicious drinking water with a light footprint on the planet.

As part of your SOURCE Home system, SOURCE Hydropanels extract pure water vapor from the air to sustainably produce high-quality, delicious drinking water. As your water is produced, it flows from your Hydropanels into your water reservoir where it is mineralized for health and taste, safely stored and monitored real-time for quality and availability. Your reservoir can then be connected directly into your home through your refrigerator or faucet.

1. Using solar PV, SOURCE takes in ambient air via fans and collects water vapor from that air onto a hygroscopic material — almost like capturing the steam coming off a boiling pot.
2. Using heat from the sun, the panel then converts the collected water vapor into liquid water — made pure by our patented design.
3. The pure water then flows into the reservoir where it is mineralized with magnesium and calcium for health and taste.
4. Sensors inside monitor and optimize the water for optimal taste & quality.
5. Additional mineral cartridges allow you to adjust mineral concentration to your unique taste and health preference.

1.2 Making Your Water

After installation, commissioning, and as soon as the sun shines on the Hydropanels, your SOURCE Home system automatically begins making water. The system will continue to deliver water to the dispenser as long as the volume of water in the reservoir remains above the minimum reserve.

At installation, the service technician will add ~8Ls of bottled drinking water to your Hydropanel(s). This water added is part of the installation and commissioning to ensure the components are operating properly and to condition the Hydropanel system by flushing an adequate amount of water through the polishing filter and dispenser.
We perform a standard water test at the completion of installation and will notify you when the test results are available. You should expect this notification within about a week after your installation. During this time your system will be making water and starting to fill your reservoir. Once you have confirmation from our team, you may begin drinking your SOURCE water. It is important that you have confidence in the water you drink– if you would like recommendations for testing your water yourself, please reach out to our team at support@source.co at any time.

1.3 Dispensing Your Water

To dispense your SOURCE water, after your notification, turn on the faucet by moving the lever or pressing the button on the dispenser or tap. The water pressure from the reservoir pump is 80psi. The pressure reaching your dispenser may vary depending on the configuration of your installation and your municipal source.

During installation, a t-valve may have been installed under your sink, allowing you to switch between municipal and SOURCE water. If your SOURCE Hydropanels are connected to a wall mounted, freestanding, or Hydropanel mounted dispenser, a t-valve may not have been installed.

1.3 Dispensing Your Water

To switch to SOURCE water with the t-valve:

1. Rotate the municipal t-valve perpendicular to the municipal water line's flow to disable the flow of municipal water to your dispenser. Perpendicular is the "off" position.
2. Rotate the SOURCE t-valve parallel to the SOURCE water line's flow to allow the SOURCE water to flow to your dispenser. Parallel is the "on" position.
3. To switch back to municipal water, turn "off" the SOURCE water line and turn "on" the municipal water line.
4. It is important to not have both lines open at the same time.

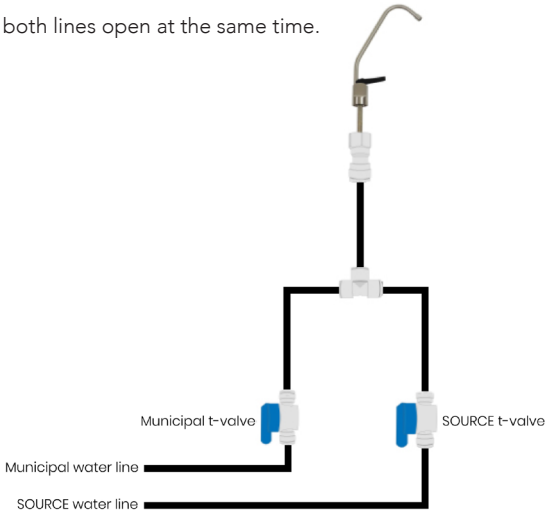

Diagram 1: SOURCE and Municipal T-Valves

1.4 Using the SOURCE User App

As a SOURCE owner, you can monitor your system's performance with our mobile application, currently available for iOS and Android. With the app, you have one-click access to key statistics including approximate available water in your reservoir, the environmental impact of your Hydropanels, and if your array needs any maintenance. The app receives updates from your array approximately every 2-5 minutes, so the reported information in the app may have a small delay.

1.4 Using the SOURCE User App

To access the SOURCE user app:

1. Search "SOURCE Global" in the Apple or Google Play App Store or click on the link or scan the QR code provided in the post-install email to find and download the app.
2. Open the app and create your account by entering your name, email address, phone number, including country code and Account code. Your Account code will be provided to you in the post-install email from SOURCE, or may be obtained after installation by contacting our support team at support@source.co.
3. Create password and click continue. A confirmation code will be sent to your phone.
4. Enter the confirmation code and sign in to access your SOURCE System dashboard.

1.5 SOURCE Water Quality

SOURCE is committed to achieving the highest standards in drinking water. We test our water using an expansive list of US and internationally regulated contaminants. Learn more about water quality at www.source.co/source-mineralized-water/

1.6 Weather Conditions

Relative humidity and sunlight are the two main factors in SOURCE water production. As relative humidity increases paired with a sunny day, water production increases. Shading of the Hydropanels or cloudy weather can reduce the rate of water production until the sun is able to shine directly on the Hydropanels again.

When the ambient temperature approaches freezing, your SOURCE Hydropanels enter Hibernation Mode and are not able to produce and deliver water to the reservoir during that time. Water production and delivery resume when the temperature is safe for the Hydropanels to operate fully, depending on your local weather and the depth of the freeze, this may be hours, days, or weeks at a time. You do not have to do anything during Hibernation Mode and can attempt to dispense at any time. The SOURCE user app will display Hibernation Status when active.

If you have water in your SOURCE Reservoir, you will be able to dispense that water until your reservoir reaches the minimum reserve, even if your Hydropanels are in hibernation mode.

2 GENERAL REFERENCE

2.1 System Operation

Air draws into the Hydropanel and moisture in the air transfers to an adsorbent media. Air then continuously heats in a closed-loop system, enabling the condensation of water. The output is pumped to the SOURCE In-home Reservoir as pure water which is then mineralized to become drinking water and ozonated to be kept safe for drinking.

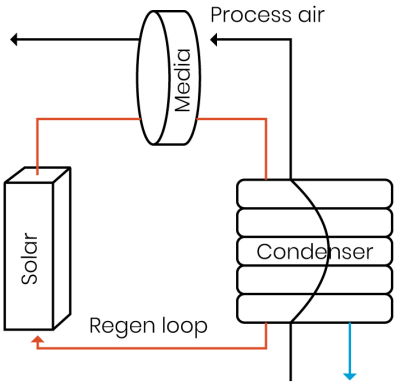

Diagram 2: SOURCE System Operating Principles

2.2 SOURCE Components

Solar PV Panel: The SOURCE solar photovoltaic (PV) panel provides power to drive the water-making process elements that occur when the sun is and is not shining, utilizing an onboard battery as needed. The Hydropanels are installed in a specific location and angle to optimize exposure to sunlight to maximize power production.

Solar Thermal Assembly: SOURCE receives its electric and thermal power through the Solar Thermal Assembly. This is used to heat the air inside the system and promote the efficient water creation process.

Lower Housing Assembly: The Lower Housing Assembly contains air filters, fans, motors, condensers, electronics and other hardware to turn air into water.

Diagram 3: High-Level Assembly Components of SOURCE

Air Inlet/Air Filter: An air filter protects the internal components of the system from debris.

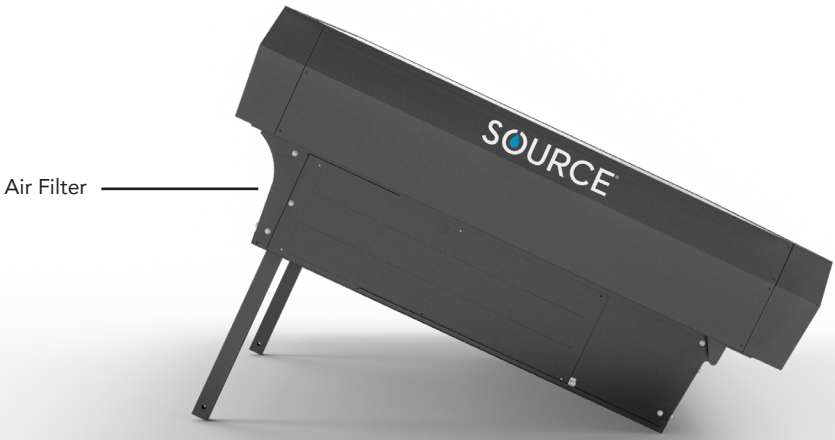

Diagram 4: Side View of SOURCE

SOURCE

3 BASIC MAINTENANCE

3.1 Dispenser Maintenance

a. Keeping Your Dispenser Clean

SOURCE Home makes and maintains high quality water throughout its full system, all the way to the dispenser or tap. It is important to maintain your tap or dispenser by keeping the spout clean. We recommend cleaning your spout every month using a household disinfectant that is safe for kitchen use or following specific manufacturer recommendations.

b. Replacing Mineral Cartridges

The 3 in-line mineral cartridges can provide minerals for approximately 900 gallons, or 3,420 liters. The SOURCE Home App will provide an alert when cartridge replacement is needed. If you would like to replace the cartridges yourself, contact our Network Operations Center team at support@source.co to place an order and have cartridges shipped to your home and follow these simple steps for installation.

Diagram 5: Filters in unit

1. The cartridge access door will have a switch that relieves the pressure on the lines when opened. No user action needed.
2. Open the cartridge access door on the top of the reservoir.
3. Pull the bottom of the cartridge out and then the top, to remove them from their mounts
4. Starting with the tube on the top of the cartridge, push in on the plastic collar surrounding the tube, then pull on the tube to disconnect. Some water may drip out of the disconnected hose.
5. Wait for the water to drain from the mineral cartridge then, following the same process as the top tubes, disconnect the bottom tubes.
6. Repeat for all 3 and set cartridges aside.
7. Insert new cartridges by connecting the top and bottom tubes. Push the tubing all the way into the openings on the cartridge then pull on them to verify a secure connection.
8. Push the cartridges into their mounts to secure them.
9. Close the cartridge access door on the top of the reservoir.
10. In the app, set the mineral slider to alkaline, then dispense approximately 15 liters of water to flush the cartridges.

c. Replacing Finishing Filter

The filter (see diagram 5) near the dispensing location should be changed annually or after 3,650 liters have been dispensed. A new filter can be purchased through SOURCE or your local distributor. The cartridge is located close to your dispenser, either under the sink, behind your fridge, or inside your stand-alone dispenser. Email: support@source.co for more information related to timing or contact your local distributor to have service performed.

Diagram 6: Finishing Filter

To change the finishing filter:

1. Prior to installation, please note the direction of water flow through the filter. Be sure the arrow points towards the faucet in the direction the water is dispensed.
2. Shut the water off before changing the filter cartridge by turning the valve to the closed position.
3. Use an adjustable wrench to remove the 2 fittings on the old filter.
4. Prepare the new filter by installing the fittings with the adjustable wrench until snug by hand. Do not over tighten.
5. Push each tube into the fitting/connector until fully seated.
6. Once everything is properly connected, turn on water slowly and check for leaks
7. Turn water on fully and dispense 3-liters of water through filter prior to use.
8. Your SOURCE water system is ready to use.

d. Flushing the System After a Period of Non-Use

When your SOURCE water is not dispensed for a period longer than 7 days, always flush the line to ensure the very best quality water for your next use.

For every 100 ft. of dispenser tubing, you should flush for 1 minute after periods of non-use.

If you know you will not be using your water for a period of time exceeding 7 days, you can turn your Hydropanel production mode to "quiet," reducing the amount of water created. To do this, please use our SOURCE user app or email our team at support@source.co

e. Replacing the Ozone Gas Sensor

The Ozone Gas Sensor should be replaced every 2 years per manufacturer guidelines and will be included in your regular annual maintenance.

If an ozone leak were to occur, your SOURCE reservoir will stop producing ozone and will sound an auditory alert. It will also send you an alert in the SOURCE Home User App. The area should be ventilated by opening a window or door for air flow. Please call or email our team and we will work to get your system back online

3.2 Hydropanel Maintenance

a. Replacing Air Filter

SOURCE has an inlet air filter to remove large particulates and debris so the Hydropanel can continue to run efficiently over its life. This paper filter should be replaced annually. If you live in a particularly dusty area, the filter may need to be changed more frequently. To schedule regular service for your Hydropanels, email support@source.co or contact your local distributor.

b. Cleaning the Glass

In order to maximize effectiveness of sunlight with the Hydropanels, it is recommended that you clean the Hydropanel glass as needed based on weather conditions. We recommend inspecting and cleaning Hydropanels after a significant weather event such as a dust or rainstorm. This frequency of inspection and cleaning will vary based on the level of sand, dust, or other particulates in your specific location.

To clean the glass:

1. Wipe down the Hydropanel glass with a cotton cloth (or other non-abrasive cloth) and glass cleaner. Clean water is a suitable alternative if glass cleaner is not available.
2. Repeat until all dirt and streaks are eliminated.
3. The glass can dry naturally in the sun.

SOURCE

4 WARRANTY

SOURCE is designed and built for a 15-year lifetime. SOURCE provides a 1-year manufacturer's warranty (see terms and conditions) for defects in material and workmanship under normal, intended use. You may purchase an extended 5-year warranty directly from SOURCE at time of purchase. Contact your sales representative to learn more.

5 CUSTOMER SERVICE

SOURCE Global, PBC monitors all SOURCE installations for performance and preventative maintenance. If your array location is not reachable by a local cellular network or Wi-Fi connection, the panels will not be able to send status updates to our team. This does not impact the water-creating function of the Hydropanels, however if you experience any issues with your system, please reach out to us directly.

Any questions, please email us at support@source.co
or call us at +1 (855) 796-9283, ext. 5.